

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Karen Maguire
Title: Director-Wholesale Services
Collocation

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: December 6, 1999

ITEM: DTE RR 41S Provide copies of completed (149 item) checklists associated with the five collocation jobs identified in the completed MOPs that were attached to BA-MA's response to RR 41.

**SUPPLEMENTAL
REPLY:** Attached are copies of completed Pre-Acceptance Checklists and associated "Exception" reports for the five collocation jobs identified in the MOPs that were initially provided in response to this request. The pre-acceptance quality inspection and associated Checklist is completed by BA-MA's vendor approximately two weeks prior to the scheduled MOP (turn-over) date.

References to individual CLECs have been redacted.

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 22, 1999

ITEM: DTE RR 102 For each of the 5 items in paragraph 12 of the Joint October Reply Affidavits of Stuart Miller, Sean J. Sullivan and Arthur Zanfini (October 8, 1999) provide the percentage of orders that are not flowing through.

REPLY: The information requested is attached.

NET RR# 102

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 22, 1999

ITEM: DTE RR 107 On average how long does it take BA to process billing complaints?

REPLY: Bell Atlantic does not track the length of time required to resolve billing complaints. However, in an effort to be responsive to this request, Bell Atlantic reviewed resale billing disputes for the months of August, September and October 1999. The results of this analysis showed that BA-MA has responded to and cleared resale billing complaints in an average of 28 days. Simple billing claims were generally cleared within two business days. The length of time required to resolve complex billing issues varied depending on the nature of the claim and the Bell Atlantic departments involved in the resolution.

NET RR# 107

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President-Network

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 109 Provide a copy of the Methods and Procedures that enable TISOC personnel to determine whether the information provided on an LSR is complete and consistent.

REPLY: Bell Atlantic considers the Methods and Procedures documentation proprietary and competitively sensitive. It will be made available to the extent provided for in the Department's Protective Order.

Due to the voluminous nature of the Methods and Procedures documentation, the Company has provided a copy only to the Department (attached). A copy will be made available for inspection by others, subject to an appropriate non-disclosure agreement at the Company's offices at 125 High Street, Boston Massachusetts, at a mutually agreeable time.

In addition to the documents provided to the Department, there are also extensive product specific Methods and Procedures as well as extensive service order Methods and Procedures that have not been collected because it would be overly burdensome to do so. These additional documents contain product and transaction level details required to fulfill CLEC requests submitted via an LSR. If the LSR does not contain accurate or complete information necessary to enable the representative to enter the service order, the representative will query the CLEC for the additional or correct information.

NET RR# 109

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Marion Jordan

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 125 How many people are in the Wholesale Systems development and Tier 2 production support groups?

REPLY: Resources are allocated to the Wholesale Systems organization based upon work load. At this time, there are approximately 280 full-time equivalent employees assigned to development and Tier 2 production support for CLECs. At any given time, more than 10% of this staff is working on production support.

NET RR# 125